



## Welcome to your New Home!

Welcome to your new residence and The Heritage Home Team! We would appreciate it if you would *let us know your new telephone number* as soon as possible. Remember to also have *all the utilities put in your name* (where applicable) effective the first day of your lease.

The following information is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with The Heritage Home Team.

Included here are:

- The Heritage Home Team (KC Real Estate Partners LLC) contact information
- Maintenance guidelines
- Care & Use information
- Utility and general city directory

Please review these documents and keep them on file for handy reference.

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### The Heritage Home Team Contact Information

Make all payments to:  
KC Real Estate Partners, LLC  
11005 Metcalf Avenue  
Overland Park, KS 66210  
[www.theheritagehometeam.com](http://www.theheritagehometeam.com)  
[crystal@theheritagehometeam.com](mailto:crystal@theheritagehometeam.com)  
Office Hours:  
Monday - Friday 8:30 - 5pm  
Telephone: 913-908-9801

## PAYING RENT

- Rent is due on the 1st of each month (unless otherwise noted on lease) and may be paid online at <http://www.theheritagehometeam.com/log-in/> (preferred) mailed or delivered to our office (address located on the lease.)
- Make checks payable to: *KC Real Estate Partners, LLC*
- If rent is delivered, personal check, money order or cashier's check are accepted – no cash - unless specified otherwise
- Please put your name and rental address on your check/money order *every time* to ensure that you are property credited with the payment
- Consult your lease for when LATE CHARGES are assessed each month.
- Be sure checks/money orders are completed with the names of payer/payee. The Heritage Home Team *will not* be responsible for cash or incomplete money orders left on the premises.
- Rent delivered to The Heritage Home Team should be handed to front desk staff during office hours or put through the mail slot in the door after hours.

## MAINTENANCE

- If a maintenance issue should arise, *the best way to address it is via the website.* <http://www.theheritagehometeam.com/log-in/> We ask that you submit a maintenance request in writing to avoid any confusion and to ensure we have clear record of your request.
- When making a request, be specific about the problem.
- Tenant(s) must be prepared to schedule a time and make themselves available to let a vendor or repair person into the property or give permission for The Heritage Home Team to provide a key for vendor to enter property in their absence.
- Tenant(s) are responsible for securing any pets that the vendor may encounter on their visit to the property.

## EMERGENCY MAINTENANCE

- If you have an emergency that cannot wait until the next business day and it is before or after business hours, you can call my cell phone at: 913-908-9801. Please be sure that you are using a phone that accepts incoming calls.
- An emergency is a fire, flood or any dangerous or hazardous situation.
- An emergency is NOT an annoying sound, sprinklers going off in the middle of the night, a lost house key, etc.

## LOCKED YOURSELF OUT?

- The Heritage Home Team keeps extra keys for each property. During business hours, if available, I staff member may let your into your home at a cost to you of \$50. You will need to call a locksmith after hours.
- It's a good idea to leave a spare set of keys with a friend/neighbor. However, if you hide the keys and they are discovered, the locks should be changed and it will have to be at your cost.
- Be sure to carry all of your door keys (lock and deadbolt) with you. When vendors are authorized to enter a property to make a repair, they are required to secure the property when they leave. That includes setting the dead bolts or locks whether you set them or not.

## CARE & USE INFORMATION

The following information has been gathered in response to requests from residents looking for guidelines at move in and move-out times. If you have questions about the use and care for items not on this list, please call Crystal at The Heritage Home Team. Most of our properties have care manuals for appliances, etc., provided by the owners. Please refer to them first whenever there is a problem. Answers are often found in these guides.

## FURNACE AND WALL HEATER MAINTENANCE

- All tenants are responsible for cleaning or replacing the furnace filter at least once a year, preferably at the beginning of Fall or Winter. Problems caused by failure to clean/replace the filter may be tenant's responsibility.
- Dust can accumulate at furnace vents as well as fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

## GAS WALL HEATERS

- If your unit has a gas wall heater, it is prudent to turn off the gas at the unit when the heater is not needed.
- On any gas appliance, new or older, if the pilot light goes out you may detect a gas odor. This should dissipate within a few minutes after airing out the room

## **POWER, FURNACE & HOT WATER HEATER OUTAGES**

- If the power goes out in your house, first check to see if the whole area is without power. If it is out in the area, chances are the utility company already knows about it, but you can try calling to report it.
- If the power is only out in your house or unit, check the circuit breaker box. One or more circuits may be tripped, and you may see the switch is in the 'off' position. If no switch is in the 'off' position, turn each switch off, then back on again to reset the circuits.
- If either your furnace or water heater isn't working, call the gas company first to have them check out and/or relight your pilot light. If there are additional problems, they will inform you as to what needs to be repaired. Call The Heritage Home Team with the information they provided you.

## **Drains**

- AVOID letting food, hair and excess soap get down the drains.
- Clogged drains caused by hair, grease and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaner/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar followed by 8 cups of boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry 'hair catchers' to place in sink and tub drains that significantly help keep drains free of hair.

## **GARBAGE DISPOSALS**

- ALWAYS run water while the garbage disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Learn to recognize the sound the machine makes when it is completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- ALWAYS be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine) and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

## **REFRIGERATOR COILS/DRIP PANS**

- Keep coils on refrigerators (especially sub-zeros) free of dust.
- Coils need free air flowing around them to operate efficiently. Failure to keep coils clean may cause the appliance motor to burn out. The replacement of a burned out motor due to dirty coils may be the tenant's responsibility.
- Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take time to get acquainted with the appliances in your home.

## **FIREPLACES**

- Please burn only hardwoods in the wood burning fireplaces and wood stoves to minimize build up of creosote, etc. in the chimney. Creosote buildup is a fire hazard.
- Be sure a fire screen is in front of the fireplace when a fire is burning to prevent hot ashes from burning the floor or floor coverings.

## **OVEN RACKS AND PANS**

- The easiest way to clean oven racks and pans are to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.

## **PLUMBING FIXTURES**

- NEVER use abrasives on brass or gold surfaces.
- It is best to wipe fixtures clean after each use.
- If brass needs to be polished, please use a product specifically designed for use on brass.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low flow toilets tend to clog or back up if too much paper etc. is flushed. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from overflows.

## **WATER DAMAGE**

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub and that shower doors are completely closed.

when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the floor below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower.

- Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

### **SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS**

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt. Leaves and pine needles that frequently accumulate in the tracks can damage the wheels on the sliding doors, especially the heavy glass sliders. Please make it a part of your cleaning routine to clear tracks.
- Please **DO NOT** use oil or WD-40 to lubricate slider doors or screens. This only attracts dirt and gums up the wheel mechanisms.
- In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

### **MOLD**

- Bleach is the best product for removing mold that forms around the edge of showers, tubs, on tile walls, around metal windows and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold into one inch strip. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves and air out the affected rooms afterwards.

### **HOUSE PLANTS**

- Be sure drip pans are kept under all plants. Water runoff will stain or damage most surfaces, including and especially exterior decks

### **KITCHEN COUNTERS**

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times

### **CERAMIC TILE - MOLDED TUB AND SHOWER WALLS**

- Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and molded fixtures.
- **NEVER** use scrubbing cleansers like Comet or Ajax on molded fixtures, as these products will permanently scratch the surfaces.

### **MINI BLINDS**

- When cleaning mini blinds, don't soak them - the finish may bubble or peel. Spray them, instead, with mild soapy water solution in the bathtub & wipe them dry. Weekly dusting can save a lot of work later. This is especially good if you suffer from allergies.

### **SMOKE DETECTORS**

- Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing the batteries at the beginning of daylight savings time.

### **WOOD DECK/PORCHES**

- Potted plants and flowers add beauty and appeal to a property. If you have planters or pots, please put 'feet' under them so that they are raised up off the deck a few inches to allow air flow beneath the pot and to prevent water runoff from rotting the deck.

### **HARDWOOD FLOORS**

- **NEVER** use a mop for cleaning or applying oil. Use a soft cloth only. It is best to sweep and dust regularly.
- Kitchen areas only: once every 3 months clean with a small amount of vinegar in water
- Periodically clean floors with Murphy's oil following the directions on the label.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

### **MARBLE AND GRANITE**

- **NEVER** use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will **permanently stain** the marble.